

HOW THIS COURSE WILL WORK FOR YOU

Your Personal Communication Skills Tutor

Once you have enrolled as a student with us, a personal tutor will be assigned to you to work with you throughout your studies and provide expert guidance and tuition.

Continuous Assessment

This course is divided into 8 study units. At the end of each study unit is an assignment to be completed and sent in to your tutor. Each will be promptly returned to you with helpful comments and your next study unit. Throughout your course you will receive regular feedback and encouragement from your tutor to help ensure the successful completion of your studies.

Textbook

An excellent textbook, carefully chosen by our course writers to complement this study programme will be sent out to you with your first study units. This is yours, to keep as a valuable and permanent reference long after you have completed the course.

Our Diploma

Here at Kilroy's College, our Diploma is awarded to students based on their work throughout their course. So, on successful completion of all your test papers, you will receive your Kilroy's College Diploma in Communication Skills.

The Future

Many of our students tell us that completing a Kilroy's College course has given them the confidence to begin work, study further, change careers, or get a promotion and earn more income.

Studying with Kilroy's College will bring you many advantages

- The college is open all year, so you can start at the time that suits you best.
- This course allows you the flexibility and confidentiality of studying at home without having to take time out from work or personal commitments.
- It offers you valuable savings in time and transportation because you complete your entire course from home.
- At Kilroy's College there is no age limit, no need for previous study and no pressure to progress any faster than you wish, you decide the pace at which you progress.
- Getting started is easy – simply return your enrolment form to us by FREEPOST or, to save time, you can enrol by credit card over the phone.
- Once enrolled, you will receive everything that you need to get started in your student study pack.
- On the successful completion of your course, you will be awarded the Kilroy's College Diploma in Communication Skills in recognition of your educational achievement.
- Our tuition is private and personal - you will be in a "class of one" but you are never on your own.

You are in a correspondence class of one but you are never on your own. Our team of Student Advisors is here to assist you if you wish to get more information about this course or if you have any queries during your studies. You can phone us during office hours or leave a message on our voice mail service.

LOCAL: **1850 700 700** (24 hrs)
CALL: **353 (0)1 639 4660**
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EMAIL: homestudy@kilroyscollege.ie
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COMMUNICATION SKILLS

Learn the essential skills that will improve your personal and career prospects



BUSINESS
CS


KILROY'S
COLLEGE

Bringing education home since 1932

An adult education home study Communication Skills programme

Good communications is a highly complex activity that needs thought and requires effort to be truly effective. If you want to develop your ability to communicate successfully by becoming a more effective speaker and writer for business or life in general, then this course is for you. It will help you to quickly acquire these valuable skills.

When we are communicating with others mistakes can be made as effective communication is not that easy. We can see this in our daily lives in our dealings with family, friends, neighbours and our colleagues at work. We can often complain when we believe someone has not responded to our messages in the way that we might expect. Sometimes we are forced to acknowledge our own inadequacies as effective communicators. How often have we said "that was not what I really meant to say" after we have made a tactless remark?

Difficulties with effective communication can cause considerable disruption and lost opportunities in business. Without effective communication bad management decisions can be made and employees can misunderstand what was really being said e.g. a serious breakdown in communication between management and trade union officials could put the very future of a company at risk.

This can happen when effective communication is taken too much for granted. Because we have been communicating with others from the day we are born, we assume that communication is a simple process. In reality it is a highly complex activity that requires thought and effort to enable effective communication. This course in communication skills will help you to become a more effective speaker and writer thereby improving your effective communicating skills both for your career and private life.

Course Content

UNIT 1

EFFECTIVE BUSINESS WRITING – THE STRUCTURE

- Introduction
- Planning
- Structure

UNIT 2

EFFECTIVE BUSINESS WRITING – THE STYLE

- Style
- Presentation

UNIT 3

REPORT WRITING – THE LAYOUT

- Planning
- Layout

UNIT 4

REPORT WRITING – THE LOOK

- Structure
- Style

UNIT 5

EFFECTIVE COMMUNICATION

- Self-assessment exercise
- What you say or how you say it
- Hidden message
- Effective oral communication
- Making friends and influencing people

UNIT 6

VISUAL ENHANCEMENT

- A picture is worth a thousand words
- Self-assessment test
- Principles of visual aid
- Checklist for the effective use of visual material
- The inner game of meetings
- Interviews
- Stages of an interview

UNIT 7

GETTING THE MESSAGE ACROSS

- Internal communications
- External communications

UNIT 8

TODAY'S COMMUNICATION SKILLS

- The electronic office
- Information technology
- Communication skills

- KILROY'S COLLEGE -

Specialists in home study training courses

*Founded in 1932, Kilroy's College is Ireland's largest correspondence college
with a record unique in Irish educational enterprise*

THE IRISH INDEPENDENT

We are with you every step of the way